SAOUG CONFERENCE 2026

Why clients should trust Oracle partners

End-to-end delivery when Oracle ACS, CSS and Support are actually standing behind the partner.

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Friday 13 November • 10h50 • Innovate Track



What we will cover

Real talk from the implementors, the upgraders, the supporters, the behind-the-scenes.

01

The comfortable route

Hybrid is still the smartest way for most of us in Africa.

02

What clients actually worry about

Spend, skills, downtime, and who answers the phone at 2am.

03

How good partners deliver end-to-end

Own the outcome, not just the project.

04

Oracle ACS, CSS & Support

Why it matters that Oracle is properly behind the partner.

05

What this looks like in practice

Apps can move. Databases stay intentional.

The comfortable route to cloud

Hybrid is not a compromise. For most clients it is the only sensible path.

Applications can move

EBS, custom apps, integrations — we can lift them cleanly with OCI networking, connectivity and DR. Business keeps running. Skills stay useful.

Databases stay intentional

Critical workloads stay on-prem, on ODA, or on Exadata Cloud@Customer until the move makes business sense. No forced big-bang. No surprises on licensing or performance.

Risk stays low

Phased. Reversible. Clients keep control. We only push the database layer when the client is ready and the support model is clear.

What clients actually fear

These are the questions we hear in every workshop.

Uncontrolled spend

Licensing surprises and cloud bills that grow faster than the business case.

Who supports it?

After go-live, will the partner still be there or do we become another ticket number?

Downtime risk

Especially for banking and core systems. One bad cutover and trust is gone.

Losing control

Can we still stay hybrid, or does the move lock us in completely?

Will Oracle help?

When something breaks at 2am, is Oracle Support actually reachable and useful?

How good partners deliver end-to-end

Own the outcome. That is the difference.

1

Assess & design

Current state, licensing position, real risk, and a hybrid architecture that the client can live with.

2

Migrate & modernise

Controlled moves. Apps first where it makes sense. Databases only when the client is ready.

3

Operate & optimise

Managed services, performance, cost control. We stay after go-live.

4

Keep evolving

Security, AI readiness, next steps. Continuous, not a project that ends.

Apps can move. Databases stay intentional.

APPLICATION LAYER

Move them cleanly

- OCI networking and connectivity
- Application tier lift or re-platform
- Integrations stay intact
- Minimal business disruption
- Existing skills remain useful

DATABASE LAYER

Evolve deliberately

- On-prem / ODA / Exadata first
- Controlled move to Cloud@Customer or OCI
- Autonomous only where it truly fits
- HA, DR and licensing sorted first
- Partner + Oracle Support own it together

Oracle ACS, CSS & Support behind us

This is the part clients care about most.

Oracle ACS / CSS

Architecture guidance, health checks, and proactive support that we can pull in when needed. Not just a logo on a slide.

Oracle Support

We escalate directly. Clients are not left waiting while a partner tries to figure out who to call. We work the tickets together.

Shared accountability

When a capable partner is engaged, Oracle’s ecosystem is part of the delivery. Risk is not just pushed to the partner.

Local knowledge + global depth

We understand the South African and African reality. Oracle brings the product teams and the deep technical support.

How it works in practice

Partner + Oracle = lower risk for the client.

- Architecture reviews with Oracle CSS before any major move
- Joint war rooms during cutover or critical changes
- Partner remains the primary contact while Oracle Support is engaged
- Health checks and baselines shared so everyone sees the same picture
- Licensing and compliance conversations done with Oracle, not around them
- Escalation paths agreed upfront — no “who owns this?” at 2am

Why this model works

Local partner



We understand POPIA, local operations, and how things actually run in South African and African environments.

Oracle backing



ACS, CSS and Support mean the technology vendor is invested in the outcome, not just the sale.

DBA-led



Technical depth from people who have run these systems for years. Not just project managers reading slides.

Outcome focused



A good partner is measured on whether the solution works for the client, not just whether the project closed.

A quick picture of the difference

Cloud is another man’s house.
You’re renting a room — not the whole place.

And that’s actually safer than it sounds.



The simple picture

ON-PREM VM



Your house

You own (or fully control) the building.
You decide the locks, the walls, the power, the internet, the security, the upgrades.
Everything is yours to manage.

CLOUD VM



A room in someone else’s house

You rent a locked room.
The landlord owns the building, the power, the pipes, the security gates.
You control what’s inside your room.

How safe is it in someone else's house?

The room is locked. The walls are thick. The landlord is good at security.

Strong isolation

Hypervisor and hardware isolation mean your VM cannot see other tenants. The walls between rooms are real.

Physical security is better

Cloud data centres have 24/7 security, biometric access, cages, cameras — usually stronger than most company server rooms.

You still hold the keys

You control the OS, the firewall rules, the users, the encryption keys. The landlord cannot read your data without your keys.

Shared responsibility

They secure the building and the room. You secure what you put inside the room. Both sides matter.

The real point

Cloud is not magic.
It is just someone else's very well-run house.

You rent a room.
You lock the door.
You keep your own keys.
The landlord keeps the building standing.



That is safer than most people think —
as long as you understand what is yours
and what is theirs.

The end-to-end path

ODA, Exadata Cloud@Customer, and Exadata — different houses, same family.



ODA

Your house. On-prem engineered system. You control the building. Simple, predictable, great for many mid-size workloads.



Exadata Cloud@Customer

Someone else's house, but in your yard. Cloud economics and management, hardware stays on your premises. You keep data residency and control.



Exadata (Cloud or On-Prem)

The full engineered platform. Maximum performance and scale. Cloud version is still a room in a very well-run house. On-prem is yours.

Having worked at Oracle as the middle person between the on-prem team, the cloud team, and the engineered systems team, I saw how these pieces fit together. The right choice depends on where the client wants control — and how much of the house they want to own.

Clients can also stay on their preferred cloud provider (AWS, Azure, GCP, or others) and still meet Oracle workload demands — through the right architecture, licensing, and support model.

The point

Clients can take a comfortable, low-risk path to the cloud

when they work with partners who are technically deep, focused on the outcome, and properly backed by Oracle ACS, CSS and Support.



Ekwantu is here as a partner to SAOUG.

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Thank you

Questions?

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